

## Legend of Codes used to Classify Problems

### Division of Analytical Chemistry

#### Pre-Analytical Phase (Specimen Processing)

S1	Unsatisfactory specimen (wrong specimen, hemolyzed, incorrect tube, clotted, etc.)
S2	Quantity not sufficient (QNS)
S3	Specimen improperly packaged or shipped
S4	Required or critical information missing on requisition
S5	Specimen transport problem or delay (i.e., misdirected within SLI, US Mail problem, courier delay)
S6	Other (please provide or attach a brief description of the incident(s) or problem(s))

#### Analytical Phase (Testing)

A1	Reagent problem
A2	Equipment malfunction (centrifuge, refrigerator, waterbath, platereader, etc.)
A3	Lab incident (specimen dropped, tube cracked in centrifuge, human error)
A4	Computer problem
A5	Other (please provide or attach a brief description of the incident(s) or problem(s))

#### Post-Analytical Phase (Reporting)

R1	Incorrect result issued by SLI
R2	Report sent by SLI, not received by provider
R3	Delay in result reporting (test results exceed expected turnaround time (TAT))
R4	Incorrect provider/patient information reported by SLI
R5	Other (please provide or attach a brief description of the incident(s) or problem(s))